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# THE SNAPSHOT: JULY 2022

## A Newsletter by NCOs for NCOs



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Greetings, fellow NCOs!

Much has happened in the Sustainment NCO world since our last Snapshot in the fall, which paid well-deserved homage to the various winners of the Chief of Staff of the Army's Combined Logistics Excellence Awards. The last few months have been defined by great progress made across several key focus areas:



Sergeant Major Jimmy Sellers

- Our celebration of National Nutrition Month™ in March highlighted the Army's initiatives to increase education about and access to healthy food options for Soldiers and their Families. We know that a Soldier working to effectively take care of their body to best serve the needs of the Army cannot be met with high a price tag or other logistical burden. From this understanding, we've worked to advance those components central to the Go for Green program to ensure Soldiers are served by a food program that meets their needs and exceeds their expectations.
- Our efforts to effectively equip, sustain, and take care of Soldiers and their Families in arduous environments, such as the Arctic, are supported by our Senior Leaders. Back in February, I had the privilege to travel to Alaska alongside LTG Charles Hamilton, the Deputy Chief of Staff, G-4, and GEN Joseph Martin, the Vice Chief of Staff of the Army. While there, we visited several Army installations to gain an on-the-ground look into the environmental conditions and constraints facing our Soldiers. From food trucks on-base to repair parts resilient in the face of extreme cold, our enduring sustainment efforts in Alaska will continue to support our teammates at Fort Greely, Fort Richardson, Fort Wainwright, and beyond.
- Our development and fielding of the transformational My Army PCS mobile app have increased and streamlined Soldier access to critical information which will help them ensure a smooth household goods move. GEN McConville, the Chief of Staff of the Army, rightly says that "we recruit Soldiers, but we retain Families" – our enduring support of information-based initiatives like the My Army PCS app ensures we're taking care of our Soldiers and their most treasured support system – their Families.

In timely fashion, this edition of Snapshot offers additional insight to help you prepare for, plan, and execute your upcoming household goods move as we continue through the annual summer peak season. You will also read more about access to holistic health services for you and your family through the many Army Wellness Centers located on several bases at home and abroad. I wish you nothing but the best as we move into the back half of 2022 and exhaustively prepare for what the rest of this year has in store!

*SGM Jimmy Sellers*



**Preparing Enlisted Leaders for Multi-Domain, Large Scale Operations**

## Tips to Prepare for Your Next Permanent Change of Station (PCS) Move During the 2022 Peak Season

By Derrick Candler, Transportation Policy Division Chief, HQDA, G-4

Soldiers and Families preparing for a PCS move during the summer peak season spanning from May into mid-September should anticipate unexpected delays while moving their household goods (HHG). COVID-19 related resource challenges – such as a shortage of local packers, loaders, drivers, trucks, warehouses, and containers – continue to have a negative impact on the HHG move industry across both Department of Defense (DoD) and non-DoD customers. In certain instances, this has caused delays lasting four to six weeks in select areas for origin shipment pickup and destination delivery.

Advanced planning and preparation will be key to ensuring a successful move and avoiding delays. To support this, the Army updated policies and procedures to ensure that Soldiers receive PCS orders 120 days prior to their report dates, enabling improved forecasting and scheduling for the HHG industry. On 19 January 2022, Human Resources Command issued MILPER Message Number 22-030, which states: “Soldiers are authorized to have report dates to their new duty station adjusted up to 30 days early and up to 30 days later than the published report date on orders. For Soldiers that are not able to meet the report timeline, Military Personnel Divisions are authorized to deter Soldiers up to 60 days from their original report date. This applies to active Soldiers on assignment with report dates of 1 February 2022 through 30 September 2022.” Immediately upon receipt of orders, Soldiers should contact their local transportation office to schedule counseling and input their shipment applications into the Defense Personal Property System through their website or through that provided via MilitaryOneSource.



By getting to the transportation office quickly, customers will have a better chance of scheduling a move that is most convenient for their personal timeline. Scheduling movers is done on a first come, first served basis, with limited availability of packing, pickup, and shipping dates. Soldiers and Families should avoid targeting moves around the holidays and during the last weeks of May through August, if possible. Typically, those month-ending weeks are more congested, stretching industry's capability to meet demand. Soldiers and Families should always maintain close communication with the local transportation office before, during, and after their move. The local transportation office serves as the first line of support to assist and can provide all available move options, including government quality assurance inspectors for problem resolution. The Army has roughly 360 quality assurance inspectors, to include over 40 military spouse/family members who work to ensure moving company compliance with DoD standards. In addition, the following call centers are available beyond the local transportation office for problem resolution:

- Army Personal Property Call Center: 1-800-521-9959
- U.S. Transportation Command Call Center: 1-833-MilMove/1-833-645-6683)

Soldiers and Families can also avoid delays by conducting a personally procured move (PPM), formerly known as a do-it-yourself move (DITY). When conducting a PPM, the first priority is obtaining full and empty weight tickets to determine the actual weight of your HHG that was moved or stored – this ensures you will receive full compensation. The PPM monetary allowance increased from 95% to 100% of the estimated cost the government would have paid a moving company as well as adding a fuel surcharge, debris removal, third party service, and payment of accessorial fees. The key form required to counsel, approve, and process your PPM by your origin transportation office is the DD Form 2278, Application for Personally Procured Move and Counseling Checklist. It's important to note that Soldiers and Families who hire their own moving company need to be wary of “fly-by-night companies” looking to profit from desperation moves using highly-adjusting cost estimates. Instead, utilize a commercial mover registered with the federal government through the [Federal Motor Carrier Safety Administration](#). It's best practice to ensure the commercial moving company will provide full and empty weight tickets for all trucks and containers used – make sure you solidify this agreement in writing. Additionally, do not move or store any HHG prior to receiving your PCS orders, as there is no authority granted in the Joint Travel Regulations to reimburse you for those travel, transportation, and storage expenses. When in doubt about any aspect of the move process, be sure to call the local transportation office or one of the call centers above.

## Tips to Prepare for Your Next Permanent Change of Station (PCS) Move During the 2022 Peak Season - Continued

The Army established the PCS Crisis Action Team to closely track and resolve any challenges experienced across installations, to include publication of a “playbook” with scenarios that help plan for the unexpected and provide options for any peak season scheduling issues. The educational Army PCS Move app is available free for download from the Apple or Google Play Stores with helpful information on entitlements, move types, move planning, claims, and even a direct chat function with a government transportation agent. To offset HHG move performance delays, moving companies paid out 4,615 inconvenience claims for a total of \$2.5M for missed pickups and late required delivery dates in 2021. The Army increased the HHG claim notification deadline to 180 days after delivery to identify any loss or damage. For additional HHG claim assistance, please contact the Army Center for Personnel Claim Support at Fort Knox, KY by calling 502-626-3000 or sending an email to [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil).

### My Army PCS App Supports Successful Moves through Integrated Information Access

By Dr. Sophronia L. Riley, Logistics Enterprise Support Agency, HQDA, G-4

Advanced planning and preparation are critical to a successful PCS move. Soldiers benefit greatly by knowing each and every action they must complete between 30 and 120 days before their report date to enable better forecasting and scheduling for their move.

In 2020, the Army G-4 achieved its goal in helping answer Soldiers' questions about their HHG by launching the first official Army PCS Move app. The app assists Soldiers, Civilians, and Families throughout the move planning process to reduce overall stress and unpredictability before, during, and after their move. Additionally, it helps users become familiar with the PCS process, entitlements, and resources to improve their move experience. Moving can be a stressful endeavor, but the app has been engineered to support the Chief of Staff of the Army's “People First” philosophy by increasing user access to critical information to lessen that stress. The app provides Soldiers, Civilians, and Families an organized tool with a central hub of information on move type, how to plan and schedule a move, claims, and essential moving information related to impacts from COVID-19 – all in the palm of their hand!

To support the Army's preparation for the 2022 peak season, the G-4 sent out a request to Soldiers (E1 –E7) requesting their input to help redesign the Army PCS Move App, with over 200 responses received. From that point, SFC Adam Litterio of U.S. Army Reserve Command immediately went to work on redesigning the app based on his experience with several PCS moves and user experience as a game designer. As a result, the Army PCS Move app was renamed “My Army PCS” – it was designed for Soldiers and Civilians by a Soldier and began its beta testing process in March. Under the leadership of the G-4 Sergeant Major, SGM Jimmy Sellers, Dr. Sophronia L. Riley, MSG Justin Williams, and Ms. Alyce Vargas worked diligently with SFC Litterio to ensure the app included installations, official housing, and garrison information.

The redesigned My Army PCS app has everything Soldiers and Civilians need to improve the PCS move and HHG experience. Key upgrades include:

- A feature which calculates the number of days until the user's PCS report date is displayed on the Plan My PCS screen.
- The ability for Soldiers to request a sponsor.
- A military pay chart calculator that allows Soldiers to see their active base and drill pay.
- A Basic Allowance for Housing calculator that is tied to a Soldier's inputted zip code.
- A virtual call center and chat feature that assists users if they have questions regarding their HHG or other inquiries related to their move.

While all the necessary PCS move information exists across several different websites, a fully integrated and dynamic repository of information will most effectively support Soldiers, Civilians, and Families throughout the move process. The redesigned My Army PCS app puts real-time information into a Soldier's hands and keeps military communities connected, ensuring readiness and resiliency. Download the My Army PCS app in both the Apple and Google Play stores today!

## Quality of Life Initiative Soldier Retirement Move Policy Change

The G-4 and G-1 co-sponsored a revision to the Joint Travel Regulations (JTR) approved by the Office of the Secretary of Defense (OSD) on 24 June 2022 to increase the initial time for a retiree to travel and ship household goods to a final home of selection from 1 to 3 years after their retirement date. Prior to 24 June 2022, if a Soldier did not move using their retirement orders during the first year from their retirement date, he/she had to submit a 1-year travel and transportation extension in writing to a Transportation Office. The retiree must remember to submit 5 annual extension requests up to the maximum of 6 years each year prior to their retirement anniversary date. The JTR does NOT provide authority to reinstate an expired extension submitted late (past the first year of the retirement date or beyond the previous extension date).

Retirees often lose this important entitlement resulting in financial hardship because they forget to submit a timely 1-year extension request to a Transportation Office.

NOTE: This new policy does NOT change the time period authorized for Government payment of non-temporary storage fees, which remains 1-year from the retirement date. The publication date of the retirement orders drives this entitlement (e.g. after 24 June 2022, the retiree has 3 years to move to home of selection).



# My Army PCS App



Download on Google Play:

<https://play.google.com/store/apps/details?id=com.tradocmobile.MyPCS>

Download on Apple's App Store:

<https://apps.apple.com/us/app/my-army-pcs/id1623381230>

## Army Wellness Centers Promote Nutrition Month with Weight Loss Success Stories



By Lesley Atkinson

*Originally published 16 March 2022 on army.mil*

The Army Wellness Center (AWC) at Fort Lee is highlighting the weight loss success stories of two Soldiers as part of its promotion of National Nutrition Month, which was celebrated in March to encourage healthy eating and physical activity habits.

Staff Sgt. Mario Jackson, who recently PCSed from Fort Lee, and Staff Sgt. Timothy Picard from the 832nd Ordnance Battalion lost a combined total of 76 pounds and 25 percent body fat. Both Soldiers sought out health coaching services from the AWC (both Soldiers) took advantage of the facility's BodPod testing equipment, which provides precise measurements of body fat and lean body mass.

"The Soldiers sought AWC services in hopes of improving their overall health and readiness," said Randi Rogerson, AWC director. "Staff Sgt. Jackson's goal was to increase his physical performance, and he did so by incorporating strength training into his exercise routine and significantly improving nutrition habits."

He began plating his meals with half vegetables and reduced the amount of processed sugar consumed, she further explained. He maintained biweekly health coaching appointments with Health Educator Junior Harris III. Those lifestyle changes along with his new exercise regimen produced sizeable results.

"We're talking pounds of fat in the first month alone," Rogerson underscored. "Between September 2021 and the time he departed Fort Lee, he had lost 50 pounds." Picard has been an AWC client since 2019. He regularly participates in monthly BodPod appointments and quarterly Resting Metabolic Rate assessments and Physical Fitness Testing with health educator Danielle Spragley.

"He credits what he has achieved – most notably the 13 percent decrease in body fact – to the excellent feedback provided during his assessments and AWC's diligence in tracking his progress while identifying and making necessary changes within his routine," Rogerson said.

Similar to his fellow staff sergeant, Picard also attributes his success to improved nutritional choices, tracking his caloric food intake and choosing nutrient-dense foods to increase his physical fitness performance. "As these Soldiers

## Army Wellness Centers Promote Nutrition Month with Weight Loss Success Stories - Continued

discovered, better health and fitness is not beyond any community member's reach," Roger Son pointed out. "And what better time to get things started than the March observance of National Nutrition Month? At the Army Wellness Center, we recognize the honor we have been given to work with the dedicated workforce and families in the Fort Lee community."

### Weight Loss Contest, Services Look to Spark New Healthy Lifestyles

By Sean Kimmons, U.S. Army Garrison Japan Public Affairs  
*Originally published 20 January 2022 on army.mil*

CAMP ZAMA, Japan – About eight months ago, Justin Johnson decided he had enough. He felt physically and mentally drained most of the time and wanted to change. Johnson, manager of the Camp Zama Express, began a life-altering routine and eventually shed 60 pounds by watching his diet and exercising every day. On Wednesday, he won the male division in this year's "Biggest Loser" competition, which the Yano Fitness Center co-organized. He lost about 10 pounds and gained 2 pounds of muscle during the seven-week contest.

Out of 40 participants, 25 of them finished the competition and lost a total of 138 pounds of fat and gained 37 pounds of muscle. Participants also turned in to organizers logs that accounted for a combined 9 million steps they took during the event. In the contest, Johnson, 46, a former Air Force aircraft mechanic, walked a total of 775,000 steps, lifted weights and used a smartphone app to keep an eye on his calorie intake. When he first began working out, he said he would walk around 5 miles in two hours. Now, he can run 8 miles in an hour and a half.

"I can honestly say that it's a struggle some days," he said of his routine. "But just like the old Nike commercial [says] – 'Just do it.' Just crank it out." Katya Quandt, spouse of a 38th Air Defense Artillery Brigade Soldier, won the female division in the contest. She said she reached her goal of surpassing 1 million steps during the competition, and lost 13 pounds of fat. "I feel amazing, but there's still more to go," she said, laughing. "I want to lose another 13 pounds and then I will be done and will just want to maintain it."

Quandt, 40, said she was grateful for the competition, which provided her extra motivation. "I'm very competitive by nature and the only reason I pushed so hard was because there was a competition," she said. "Without a competition, there's no way I would have lost that much in seven weeks." In the final category, Chief Warrant Officer 2 Bradley Garrett was named the top active-duty Soldier contestant after losing about 12 pounds. All three winners were honored at the fitness center and received prizes, such as gift cards and fitness gear.

Garrett, property book officer for 38th ADA, and his wife chose to participate to help both of them stay on track of their goals and to hold each other accountable. The 34-year-old officer, who plans to compete in a couple of physique bodybuilding competitions in Japan this spring, said the Biggest Loser contest was ideal for his strict regimen. The most significant challenge for him during it, though, was his growling stomach. "I was hungry and I still am," he said, smiling. "Being in such a caloric deficit for so long, you can easily see why some people say, 'I'm not doing it anymore.' Going to bed and waking up hungry is not comfortable. But it's necessary if you're focused."

To achieve a fitness goal, Garrett stressed that it takes time and hard work. "Patience is the best way to get through it," he said. "You have to be patient with your body. It took a while to get to where you are and it's going to take a while to get you to where you want to be." Shannon Vo, lead health educator at the Army Wellness Center and contest organizer, said participants were placed in a private group on social media, where they could help motivate and share tips with each other.

In addition, participants had full access to the AWC, including the "bod pod" system, a body composition test that determines the ratio of body fat to lean mass. Virtual classes and appointments with health educators were also offered. "A lot of them were first-time clients," Vo said. "Now they can see how we can better serve them and their families." She hopes participants will continue to encourage each other, so they can stay the course.

## Weight Loss Contest, Services Look to Spark New Healthy Lifestyles - Continued

“These community programs are really important,” she said, “because it fosters a friendly competition. It helps people get to know each other.” AWC services are currently available to all Military Health System beneficiaries looking to improve themselves. Classes typically center on sleep, activity and nutrition as part of the performance triad, in addition to stress management and tobacco education.

## Soldiers from the 25th Quartermaster Company Recognized for their Support to Army Food Service as Part of the Army's 247<sup>th</sup> Birthday Celebration

As part of the Army's 247th Birthday Celebration, three soldiers with the 3rd Expeditionary Sustainment Command who run an Army food truck on Fort Bragg were recognized by Army Chief of Staff GEN James C. McConville, LTG Charles R. Hamilton, Deputy Chief of Staff (DCS), G-4, and SGM Charles W. Albertson, Executive Officer for the Sergeant Major of the Army. The soldiers, SSG Jason Ackley, PFC Ariamlex Alixhilario, and PFC Elianna Hernandezsantos, are with the 25th Quartermaster Company.

The Soldiers were recognized for achieving the highest score in the categories evaluated as part of the ACTION (Army Commitment to Improve Overall Nutrition) program. The G-4 synchronizes and leads regular ACTION forums which allow logistics leaders at all levels, including Army Service Component Commands, to provide feedback and lessons learned on food service and nutrition in the Army.

Food trucks are growing in popularity across the Army, and have been an essential part of the Army's strategy to improve the quality of nutrition and dining options closer to where Soldiers live, work, and train.

The first Army food truck went into operation in 2017. There are 16 food trucks operating and another 27 are planned. Larger installations such as Fort Bragg and Fort Hood are requesting additional trucks as quickly as the team can field them.

Three to four Culinary Soldiers operate each truck and are supported from a Main Warrior Restaurant or Designated Support Kitchen. Food trucks have Go for Green Army menus and menu items approved by dietitians as part of a larger partnership with the Defense Commissary Agency.

The U.S. Army is operating a hub and spoke campus style dining (CSD) system comprised of Dining Facilities (DFACs), Food Trucks and Kiosks to ensure that Soldiers can use their meal entitlements to access healthy food options across installations without limitation. These CSD initiatives provide a variety of options and locations for Soldiers, and allow them to use debit and credit card machines eliminating the need for cash.

“We are very proud of all the work that has been done to improve access to quality nutritious food on Army installations,” said LTG Hamilton. “Along with efforts to roll out more food trucks, we are also pushing to expand the network of kiosks with an additional 50 planned to be deployed. By increasing food options at installations, improving the ease of payment, and providing additional transportation services at Quality of Life locations through shuttle services, the Army is helping to make sure that Soldiers can get food wherever and whenever they need it.”



PFC Ariamlex Alixhilario (top), PFC Elianna Hernandezsantos (bottom left) and SSG Jason Ackley (bottom right), with the Fort Bragg 3ESC, 25th Quartermaster Company, in front of their food truck at the Pentagon during the Army Birthday celebration. The Soldiers handed out food samples demonstrating the important role that food trucks play in supporting the Army food service mission. (U.S. Army photo by Darrell Hudson.)



SGM Jimmy Sellers, DCS, G-4 SGM (left), and LTG Charles R. Hamilton, DCS, G-4, congratulate the three Soldiers who run the food truck from Fort Bragg. (U.S. Army photo by Darrell Hudson.)

# Do You Want To Be Published?

If you are interested in being published in the upcoming edition of LOG TIMES, submissions are due NLT 31 AUG 2022.

Rules of Engagement for publication are as follows:

- Article will be kept to 2000 words or less
- Article must be reviewed by your higher level PAO and OPSEC team
- Article must be approved by your required higher command leadership
- List all authors and send official photos
- Ensure specific call outs for emphasis in the article are highlighted for editorial purposes
- Articles are often best supported with quotes used throughout, where necessary
- List any references that are used in the article
- If the article is previously published, then please list and provide link/location/date of last publication
- Ensure all photos are high resolution with an explanatory caption
- Spell out all acronyms
- Ensure rank and first/last name are provided for all authors and subjects

Submissions can be emailed to MSG Kamara Generletteshaw @ [kamara.t.generletteshaw.mil@army.mil](mailto:kamara.t.generletteshaw.mil@army.mil)



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